



**United States District Court & United States Probation Office  
Eastern District of North Carolina**



**VACANCY ANNOUNCEMENT - No. 10-06**

**IT Support Specialist**

**Opening Date: July 16, 2010**

**Location: New Bern, North Carolina**

**Closing Date: Open Until Filled\*\***

**Level/Salary: CL 26 (\$41,786 - \$67,951)\***

**\*\*First/Interim Cut-Off Date: 07/30/2010**

**\* Depending upon experience and qualifications**

The United States District Court for the Eastern District of North Carolina is accepting applications for a IT Support Specialist. This is a technical support position in a combined IT Unit for the Court and chambers staff, Clerk's office and Probation Office. The incumbent provides tier II support for end users and provides technical support in installing and configuring computer hardware and software programs. This position reports to the Director of Information Technology.

**Duties/Responsibilities:**

Responsibilities include but are not limited to providing technical support to the court staff, judges' chambers, and the public. The incumbent's major responsibilities include performing proactive maintenance to minimize downtime at the system level and provide recommendations for future enhancements or upgrades. This position provides technical support on courtroom audio/video equipment and Avaya phone systems. The incumbent also works with software installations and support, hardware repair and installations, data communications, Linux based case management system, Windows NT & VMWARE multiple server environment, peripherals, Microsoft, Internet, Lotus Notes, spreadsheets, word processing applications and training. This position may require evening and/or weekend work as well as travel to divisional offices as needed.

**Qualifications:**

Applicants must be U.S. Citizens or eligible to work in the United States. To qualify for the position, an individual must have a minimum of high school graduation or equivalent and three years of experience in general PC support. Preference will be given to candidates with an Associate's or Bachelor's degree in a computer-related program. Network +, A+, MCP, MCSE or other computer related professional certifications are desired. The incumbent must be a self starter, mature, must present a professional demeanor, demonstrate initiative and ability to exercise good judgment, be able to work harmoniously with others, and communicate effectively. The incumbent must have the ability to work with confidential and sensitive information, and the ability to lift and move moderately heavy items.

Incumbent should have a thorough working knowledge of Windows XP/7 based Intel computer systems, Symantec virus protection, electronic mail, hardware and software installation and repairs, application support, data communication functions and training. Additional skills should include a working knowledge of basic network connectivity and the ability to troubleshoot basic network access issues. A basic working knowledge of systems BIOS, ATA hard drives, controllers, video cards, and motherboards is required. Additionally, expertise in peripherals such as printers, scanners, keyboards, optical mice, video-conferencing equipment, and other related devices is required. Knowledge of programming languages/programs including: Web based programs such as Adobe Suite, Macro media Dreamweaver, Flash, ASP and/or Java, and experience with Word Perfect is preferred.

**Benefits:**

Electronic Fund Transfer (EFT) for payroll deposit is required. Benefits include paid vacation, sick leave, 10 paid holidays, health and life insurance, flexible benefits program; portable retirement plan with matching contributions; and a professional environment.

**Application Procedures:**

Applicants must submit cover letter, resume, and official AO 78 Application Form to :

**U.S. District Court & Probation Office ED/NC, Attn: Human Resources, 310 New Bern Avenue, Room 434, Raleigh, NC 27601.** Official application (AO78) may be obtained at [www.nced.uscourts.gov](http://www.nced.uscourts.gov). Travel and relocation expenses will not be reimbursed. Final candidates are subject to a FBI background and fingerprint check. Application packages that are received by the interim cut off date will be given first consideration.

This agency provides reasonable accommodations to applicants with disabilities. The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which actions may occur without any prior written or other notice.

***-The U.S. District Court is an Equal Opportunity Employer-***

